

FACILITATOR EVALUATION SUMMARY

Training: 4021-1302 Understanding ISO/IEC 17065 Facilitator(s): Ned Gravel
 Location: Boxborough, MA Date: April 15 & 16, 2013

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?				1	12
Were they well defined?				2	11
Were they achieved?				4	9
Course Content:					
Was the material appropriate?			1	5	7
Complexity (1=too complex or too simple ← → Perfect=5)		1	2	7	3
Was the material clear to you?			3	6	4
Volume (1=too much or not enough ← → Perfect=5)			1	7	4
Did the handouts fit with this training - did they help?			3	4	6
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				1	12
Did the facilitator encourage participation?				1	12
Did the facilitator help bring out new group ideas?				1	12
Did the facilitator help close out discussions?			1	2	10
Would you accept this facilitator again?				2	10
Catering and Facility:					
Was the seminar facility appropriate for the course?			2	5	6
Was the lunch and breaks service acceptable?		1		5	7

Participant Feedback	MOTIVA Response
Would have liked to have materials ahead of time to get more familiar with contents/structure of materials.	This was a function of the host organisations ability to get the materials out to everyone. We will suggest this to host organisations in the future as a method of facilitating participant uptake.
On the question slides it would be helpful to show the referenced clauses in the "true" answers.	This is a very good idea. That way, when the question has been discussed and the group has voted, everyone can see the references for the answers deemed correct.

Participant Feedback	MOTIVA Response
Would be nice to have access or be able to view other standards when references are made to them (eg. 17020, 17021, etc.)	Understood. Not certain how to fix this. When an issue causes reference to another standard (definition etc) it may not always be possible to have a copy of that standard physically available for everyone. We may have to settle for their projection on the screen.
Initially, the projected class quiz questions were very confusing since some seem like “trick questions,” not necessarily enhancing basic understanding, leading to “overthinking.” After dropping my overanalysis, I finally got to the core issues. This way, I learned about something other than what I thought I should be learning. Not bad. Helpful – Thank you.	This comment makes my day. It is why we do this work in the first place.
The in-class quiz questions, while thought provoking, seemed to dwell more on the semantics and “tricks” of the wording vs concept.	While this may be the appearance of what is happening, it is important to appreciate that quality system wording, and assessment findings are very dependent on the words used and what they mean. As well, what appears as semantics are really just methods of provoking the discussion around the issues. See comment above.
Slide 9, Chapter 3 “hidden” should be True.	Done. Good discussion on this issue as well.
Slide 11, Chapter 6 change answer, see 3.10 for definition of “scope.”	Done. Good call. Very useful reference to definition of one of the terms used in the requirements.
Include discussion activity questions for Chapter 7.	Not certain how these got missed in the materials printed by the host organization. A revised version was issued at the end of the course to the host organization and will be distributed to all participants.
Our objectives were: <ul style="list-style-type: none"> • Enlightenment on 17065 • Deltas between G65 and 17065 • Working knowledge of 17065 • Getting top management buy it 	And these were what we met.
Classroom Quiz Question #4 “certification” is spelled incorrectly	Thank you. That is now fixed.

Other comments:

- Very good training on very dry material. Kudos!
- Materials will be very helpful afterwards!
- Excellent.
- Really a good training!
- Enjoyed the “quiz-first” aspect and then follow up on material. Creates good discussion on topics as they are relevant to our business.